

STREET CRISIS  
RESPONSE TEAM (SCRT)  
JULY 2022  
UPDATE

The goal of the San Francisco Street Crisis Response Team is to provide rapid, trauma-informed response to calls for service about people experiencing crisis to reduce law enforcement encounters and unnecessary emergency room use.

The SCRT now has 7 fully operational teams that provide full geographic coverage across San Francisco. These teams operate 7 days per week, 24 hours per day. All teams are supported by the SCRT Office of Coordinated Care staff who continue to provide follow-up and linkage support to clients as soon as possible following the initial crisis encounter.

In June 2022, SCRT entered Phase 2 of implementation with the transition from police dispatch to Emergency Medical Dispatch (EMD). This change allows teams to respond to a wider range of calls for service, including calls to indoor settings, and further separates behavioral health crisis response from law enforcement by going through medical dispatch.

OPERATIONS  
UPDATE

KEY PERFORMANCE INDICATORS



Crisis Calls Handled by SCRT

July  
**695**

Cumulative\*  
**11,324**



SCRT-Eligible Calls that Received SCRT Response\*\*

July  
**78%**

Cumulative  
**77%**



Average Response Time

July  
**19min**

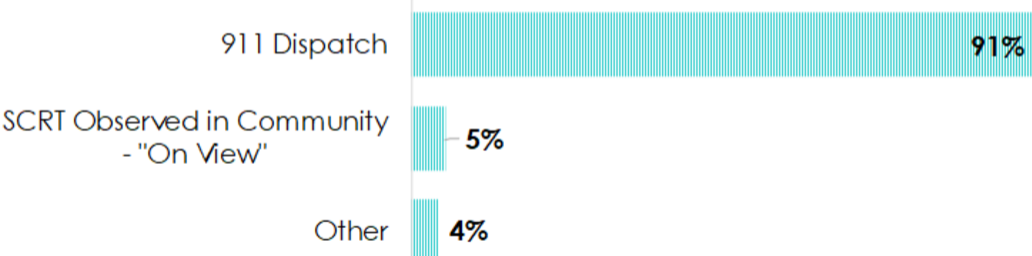
Cumulative  
**16min**

\*Cumulative counts are on data since pilot launch (November 30, 2020 – July 31, 2022)

\*\*During the pilot phase, SCRT responded to 800B calls under police dispatch. In Phase 2 (beginning June 22, 2022) SCRT responds to the same type of behavioral health crisis calls that are now coded and dispatched through Emergency Medical Dispatch (EMD). This allows SCRT to respond to calls for service indoors as well as outside, and further separates behavioral health crisis response from law enforcement response. Additionally, if SCRT is unable to respond to a call, they are now backed up by an ambulance instead of police. Cumulative counts for this metric are from beginning of Phase 2 forward.



Referral Source: Cumulative



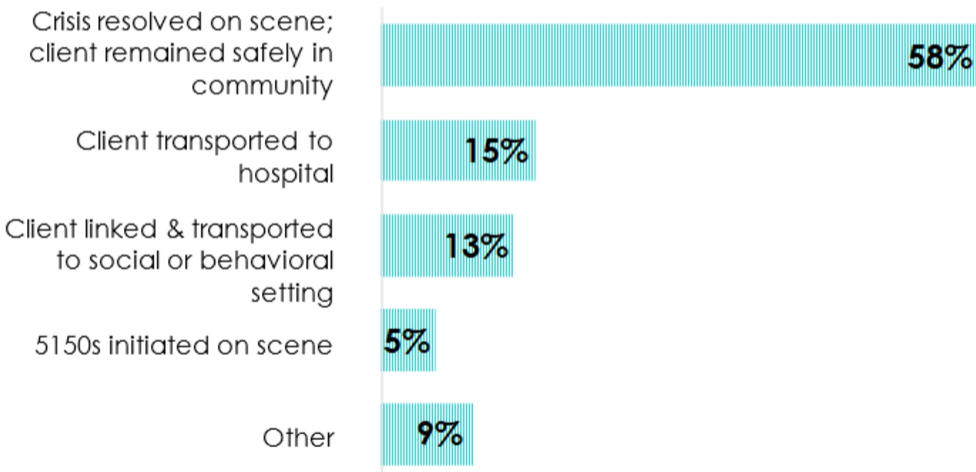
Client Engagements

July  
**431**

Cumulative  
**5,508**



Engagement Outcomes: Cumulative



\*A single client engagement may result in multiple outcomes.



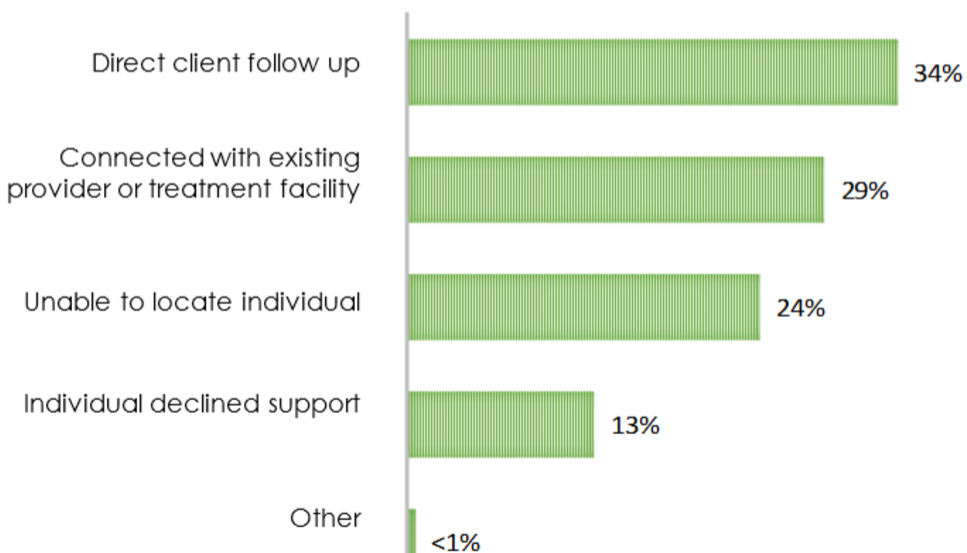
SCRT Office of Coordinated Care Follow Up Rate

July  
**82%**

\*Cumulative  
**52%**



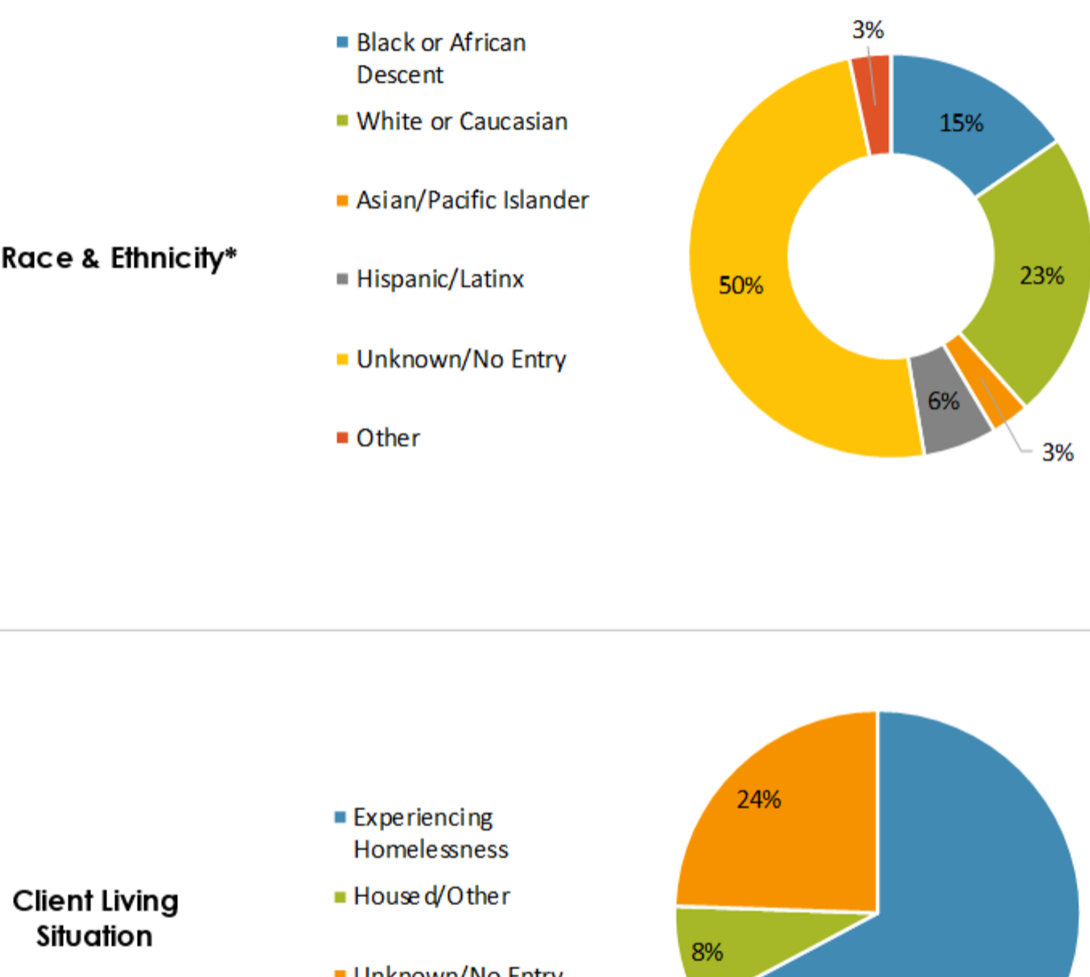
Connections to Care: Cumulative



\*Cumulative counts are on data since SCRT Office of Coordinated Care launch (April 5th, 2021 – July 31, 2022)



Client Characteristics: Cumulative



\*\* "Other" category is comprised of race entries representing less than 1% of total.

\*\* The SCRT strives to collect demographic information from each client, but this data is sometimes difficult to gather given the circumstances of the encounter.

The Street Crisis Response Team now has a [website](#)!  
For more information on the SCRT please visit: [Street Crisis Response Team Background](#)

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